

FIG. 1

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Data Flow Process and Interface

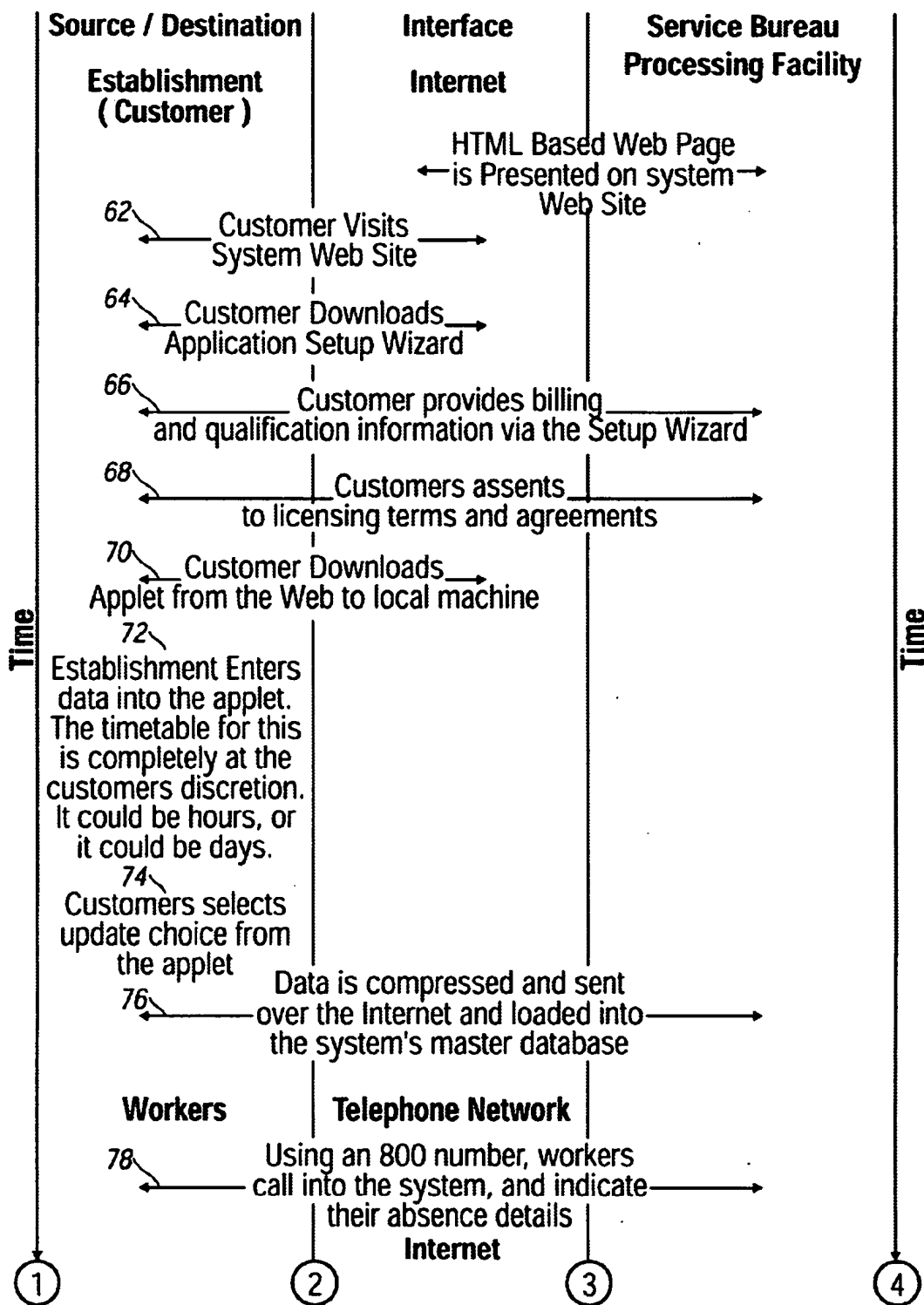


FIG. 2 (1 of 2)

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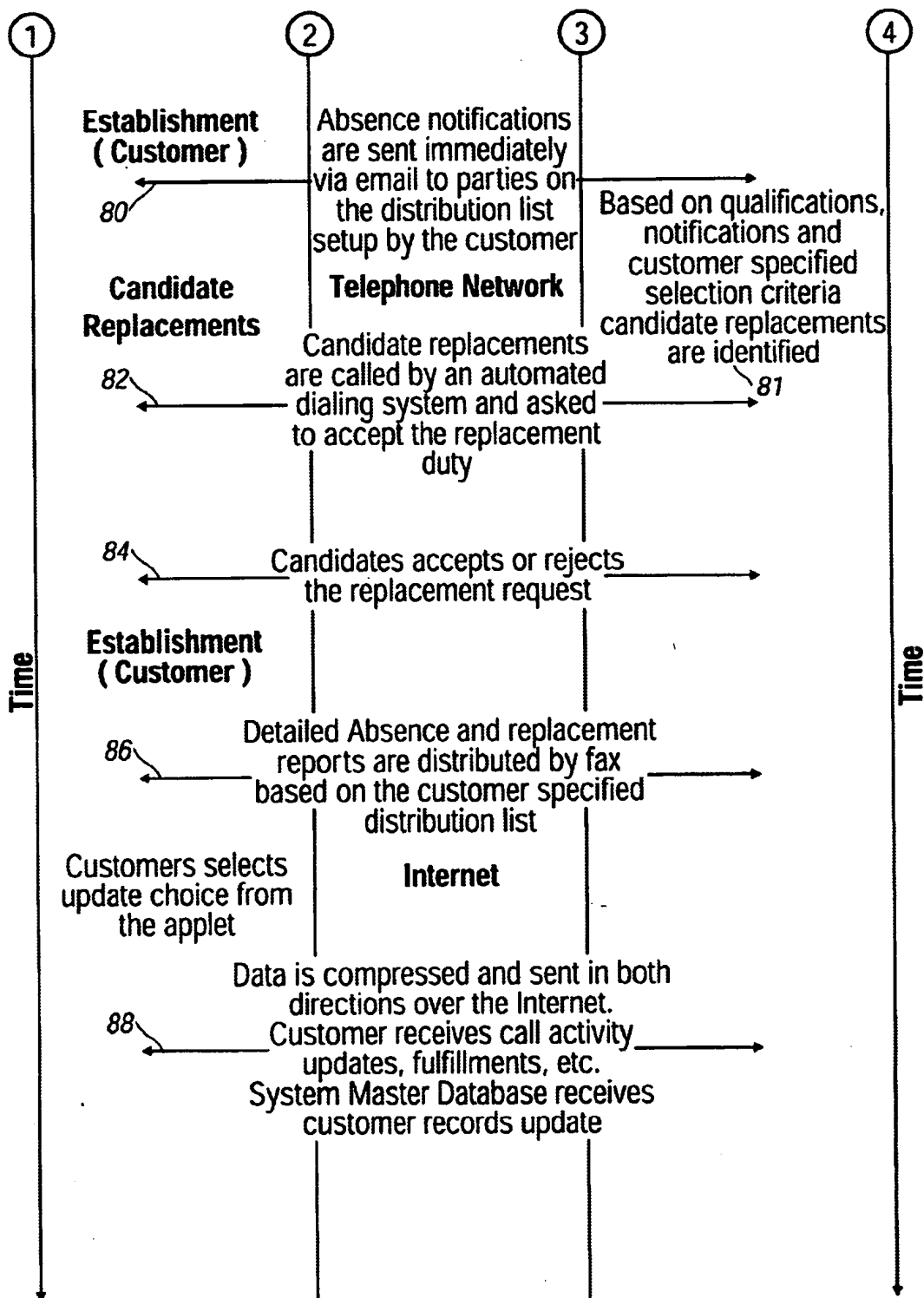


FIG. 2 (2 of 2)



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90

STAFF	92
Name	94
Title	96
Social Security Number	98
Pin	100
Cross reference to billing contact	102
Certification(s)	104
Substitute preferences	106
Schedule manipulation	108
Absence record	110
School reference	112
District reference	114
County reference	116
E-mail address	118
Fax number	120
Room/Office number	122
Special flag for recorded messages	124
Entitlement balances	126
Availability	128
Call time preferences	

FIG. 3

150

Pick-Lists	
Field preferences	152
Required	
Visible	
Default data	154
Field data	
Type	156
Certification	158
Entitlement types	160
People	162
Schools	164
District	

FIG. 5



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130 →

Business Data	132
Billing address	134
Mailing address	136
Billing contact	
Emergency contact	138
Evening	
Weekend	
Business	140
Phone number	142
Fax number	144
E-mail	146
PO #	148
Options turned on	

FIG. 4

166 →

School Data	168
Name	170
Code	172
Type	174
Principal	176
Fax	178
Assign fax list	180
Phone	182
Secretary	184
Assign substitute	186
Assign staff	188
Record/Play	

FIG. 6



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190 →

County Data	
Name	192
Code	194
State	196
Associate districts	198
Assign substitutes	200

FIG. 7

202 →

District Data	
Name	204
Code	206
District address	208
Phone	210
Fax	212
Assign fax list	214
Administrator/Board secretary	216
Associate schools	218
Assign substitutes	220
Assign staff	222
Record/Play	224

FIG. 8

226 →

Preferences	
Options	228
Calling numbers	
Select internet/intranet calling profiles	
Password	
Key value	

FIG. 9



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230

Reports	232
Acceptance/refusal history	234
Call History	236
Unfulfilled	237
Teacher manifest	238
Trend analysis	240
Substitute manifest	242
School manifest	244
Substitute performance	246
Acceptance rating	
Flexibility rating	
Trend analysis	
Staff attendance	248
Staff calendars	
Assignment reports	
School	
District	
County	

FIG. 10

250

Wizard	252
Phone	254
Emergency phone	256
Contact	258
Billing address	260
District	262
Title	264
Number of teachers (approx.)	266
Number of support staff (approx.)	268
Fax number	270
E-mail address optional	272
Billing contact optional	

FIG. 11



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ABSENTEE REPORT

276 Date: 1/8/98 Time: 14:40:08
Name: Smith, John, T. Social Security #: 005-75-2243 Phone #: (609)-555-1111 Title: Social Studies Time: 14:39:50 Location: Howard
Date: 1/8/98
Type: Sick
F/H Day: Half Day/PM

SUBSTITUTE ASSIGNMENT REPORT

278 Date: 1/8/98 Time: 17:08
Name: Smith, John, T. SSN: 005-75-2243
Title: Social Studies gr 8 School ID: 011
Location: Howard School: 50 South School Street
Substitute Information
Name: Smith, Charles SSN: 005-76-2214
Contact Date: 1/8/98 Time: 17:06

CALL HISTORY REPORT

279 Date: 1/8/98 Time: 17:08
Name: Smith, John, T. SSN: 005-75-2243
Date: 1/8/98 Time: 17:04 Line: Answer Status: No Contact Sub: Smith, Mark, C.
Date: 1/8/98 Time: 17:05 Line: Answer Status: Rejected Sub: Jones, Pat, B.
Date: 1/8/98 Time: 17:06 Line: Answer Status: Accepted Sub: Smith, Charles D.

UNFULFILLED SUBSTITUTE ASSIGNMENT REPORT

280 Date: 1/8/98 Time: 19:10
Name: Hitchens, Jack, R. SSN: 008-73-2278
Title: English gr 11 School ID: 012
Location: Blair School: 123 South Main Street

FIG. 12

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States		Events						
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached		
Telephony Application								
Teacher Call-in								
281 Initial	Prompt for SS Number	Take phone offhook; Generate "Start" Event	ST: MainMenu	ST: ErrorState	ST: Hangup	N/A		
282 MainMenu	"1" Record Absence; "2" Listen to Entitlement Day Balances; "3" Special Instructions	N/A	"1" Pressed ST: Whenstep 1; "2" Pressed, Entitlements	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
283 Whenstep 1	"1" Today; "2" Another Day	N/A	"1" ST: Shift; "2" ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
284 WhenAnotherDay	Prompt for day of the month followed by the "#" sign	N/A	ST: Shift	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
285 Shift	"1" Full Day; "2" Half day AM; "3" Half day PM;	N/A	ST: Absence Type or if required ST: StartTime	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
286 StartTime	Prompt for a military time	N/A	ST: Absence Type	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
287 Absence Type	List Valid Absence Types from database	N/A	ST: ConfirmAbsence or if required ST: RecordInstructions	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
288 RecordInstructions	Play instructions for recording a message	N/A	ST: ConfirmAbsence	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye		
	①	②	③	④	⑤	⑥	⑦	⑧

FIG. 13A (1 of 2)

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	①	②	③	④	⑤	⑥	⑦	⑧
289	ConfirmAbsence	Replay contents of absence, prompt user to confirm;	N/A	"1" Pressed, ST: CheckComplete; "2" Pressed. ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye	
290	CheckComplete	Press "1" Complete call and get confirmation number; "2" Enter an additional absence day;	N/A	"1" Pressed, ST: Goodbye; "2" Pressed. ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye	
291	Entitlements	List Entitlement Day Balances, ST: MainMenu	N/A	N/A	N/A	N/A	N/A	
292	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A	
293	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A	
294	Goodbye	Play goodbye message; ST: Hangup	N/A	N/A	N/A	N/A	N/A	

FIG. 13A (2 of 2)

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States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
School Administration Call-in						
295 MainMenu	Press "1" School Menu; Press "2" Entitlement Types Menu	N/A	"1" Pressed ST: RecordSchoolMenu; "2" Pressed ST: RecordEntTypesMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
296 RecordSchoolMenu	Prompt for valid School Recording ID	N/A	ST: RecordSchool, or if "#" pressed ST: MainMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
297 RecordSchool	Play existing recording, if exists then prompt "1" to record new prompt, "#" to return to School Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordSchoolMenu; "#" ST: RecordSchoolMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
298 RecordEntTypesMenu	Prompt for valid Entitlement Type Recording ID	N/A	ST: RecordEntTypes, or if "#" pressed ST: MainMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
299 RecordEntTypes	Play existing recording, if exists then prompt "1" to record new prompt, "#" to return to Entitlement Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordEntTypesMenu; "#" ST: RecordEntTypesMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
300 ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
301 Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
302 Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

FIG. 13B



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	States	Events				
		Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout
	ST = State Transition					Max Retries Reached
	FrontLine Administration Call-in					
303	RecordFilesMenu	Prompt for the recording ID of the message file	N/A	ST: RecordFiles	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event
304	RecordFiles	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to Record Files Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordFiles; "#" ST: RecordFiles	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event
305	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A
306	Goodbye	Thank caller for using system; ST: Hangup.	N/A	N/A	N/A	N/A
307	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A

FIG. 13C

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	States	Events				
		Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout
	ST = State Transition					Max Retries Reached
	Substitute Call-out					
308	MakeTheCall	Dial the telephone number; ST: CallAnalysis	N/A	N/A	N/A	N/A
309	CallAnalysis	Determine how the call was or was not answered	N/A	Person Answers; ST: Identify	Person does not answer; N/A	N/A
310	Identify	Prompt for SS Number or PIN Number	N/A	ST: PresentRequest	Generate "Start" Event	ST: Goodbye
311	PresentRequest	Play request, prompt substitute to "1"Replay; "2"Accept, "3"Reject	N/A	"1"Replay, Generate Start Event; "2" ST: AcceptRequest; "3" ST: RejectRequest	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event; ST: Goodbye
312	RejectRequest	Reject w/No more calls; "2"Reject allowing for additional calls	N/A	ST: Goodbye	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event; ST: Goodbye
313	AcceptRequest	Play confirmation number; ST: Goodbye	N/A	N/A	N/A	N/A
314	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A
315	Goodbye	Thank caller for using system; ST: Hangup	N/A	N/A	N/A	N/A
316	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A

FIG. 13D

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States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
	Fax Callout					
317	MakeTheCall	Call FaxNumber ST: CallAnalysis	N/A	N/A	N/A	N/A
318	CallAnalysis	Determine if Fax Answered	N/A	Fax Answered ST: FaxSend	Fax did not Answer ST: Hangup	N/A
319	FaxSend	Send Fax ST: End				
320	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A
321	Goodbye	Thank substitute using system; ST: Hangup	N/A	N/A	N/A	N/A
322	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A

FIG. 13E

[illegible]

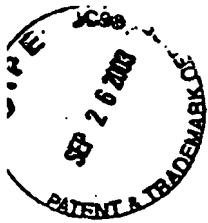
FIG. 13F (1 of 2)



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	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑪	⑫
	Server		Events									
	States	File Found	Startup									
328	Wait	Create File ST: Import Object										
329	Import Object		Opens; Verifies; Reads; Saves or discards;									
330	Extract	Create File ST: Import Object	Create export file; ST: Send									
331	Send		Close file; copies to FTP site									

FIG. 13F (2 of 2)



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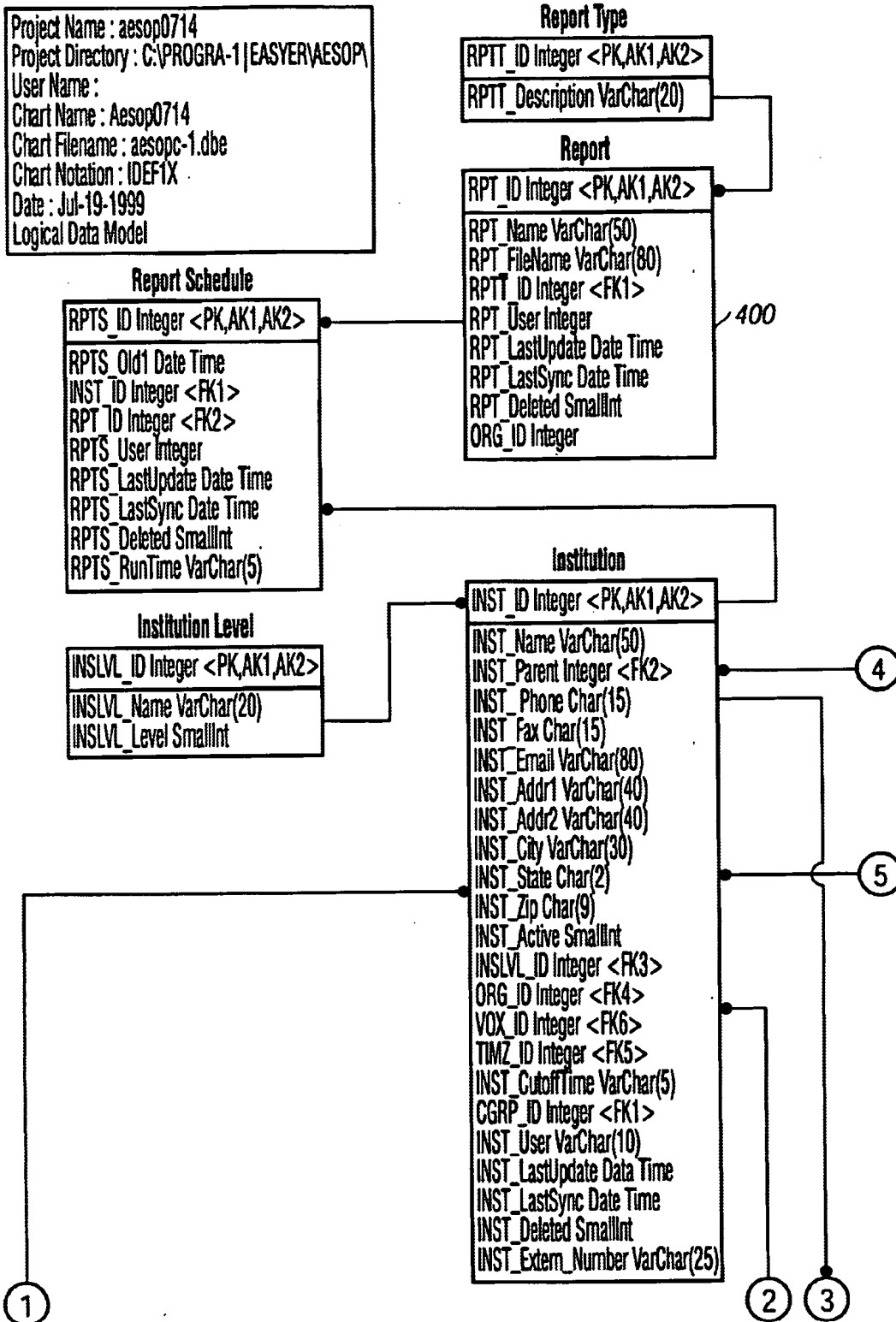


FIG 14 (1 of 10)

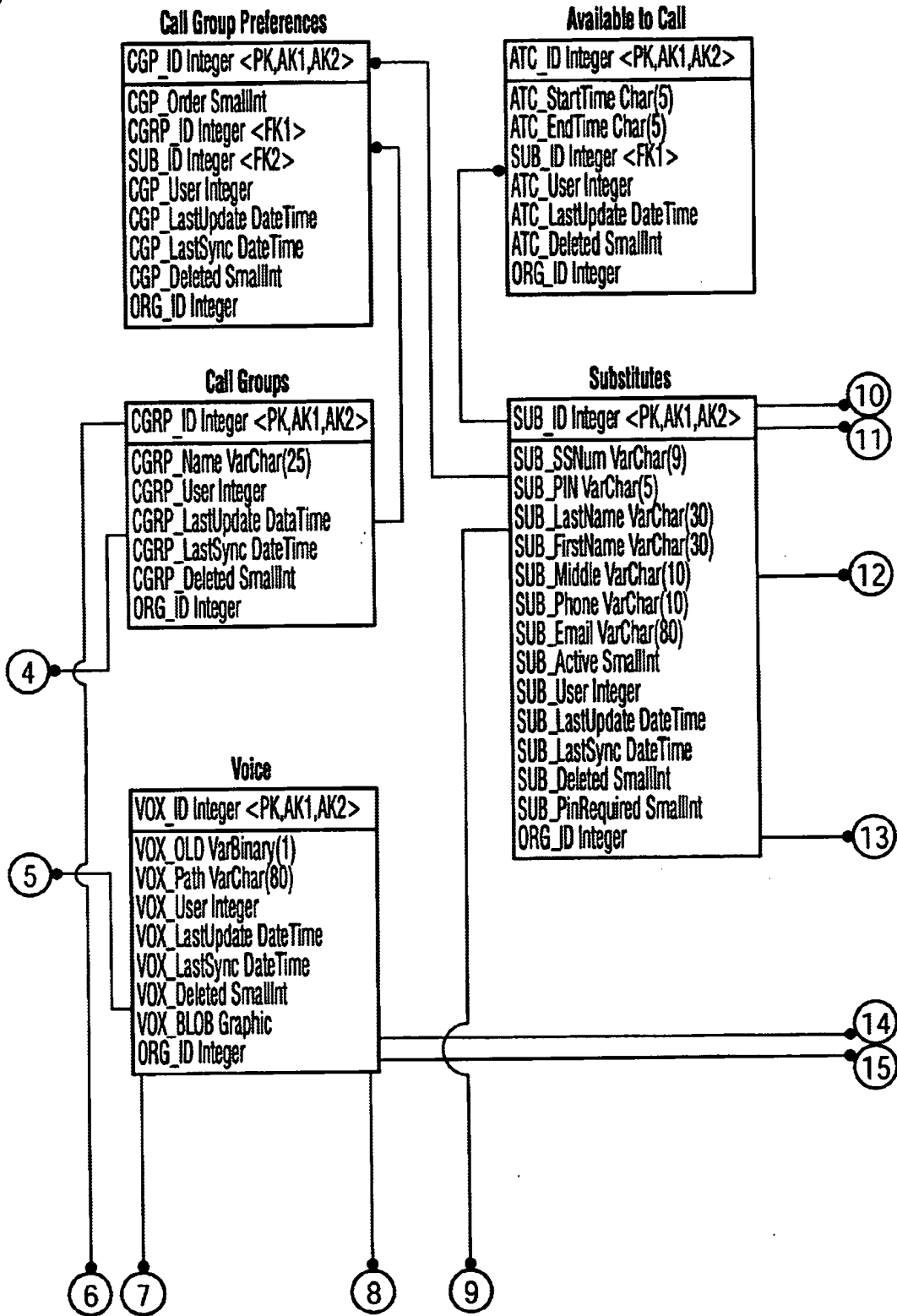


FIG 14 (2 of 10)



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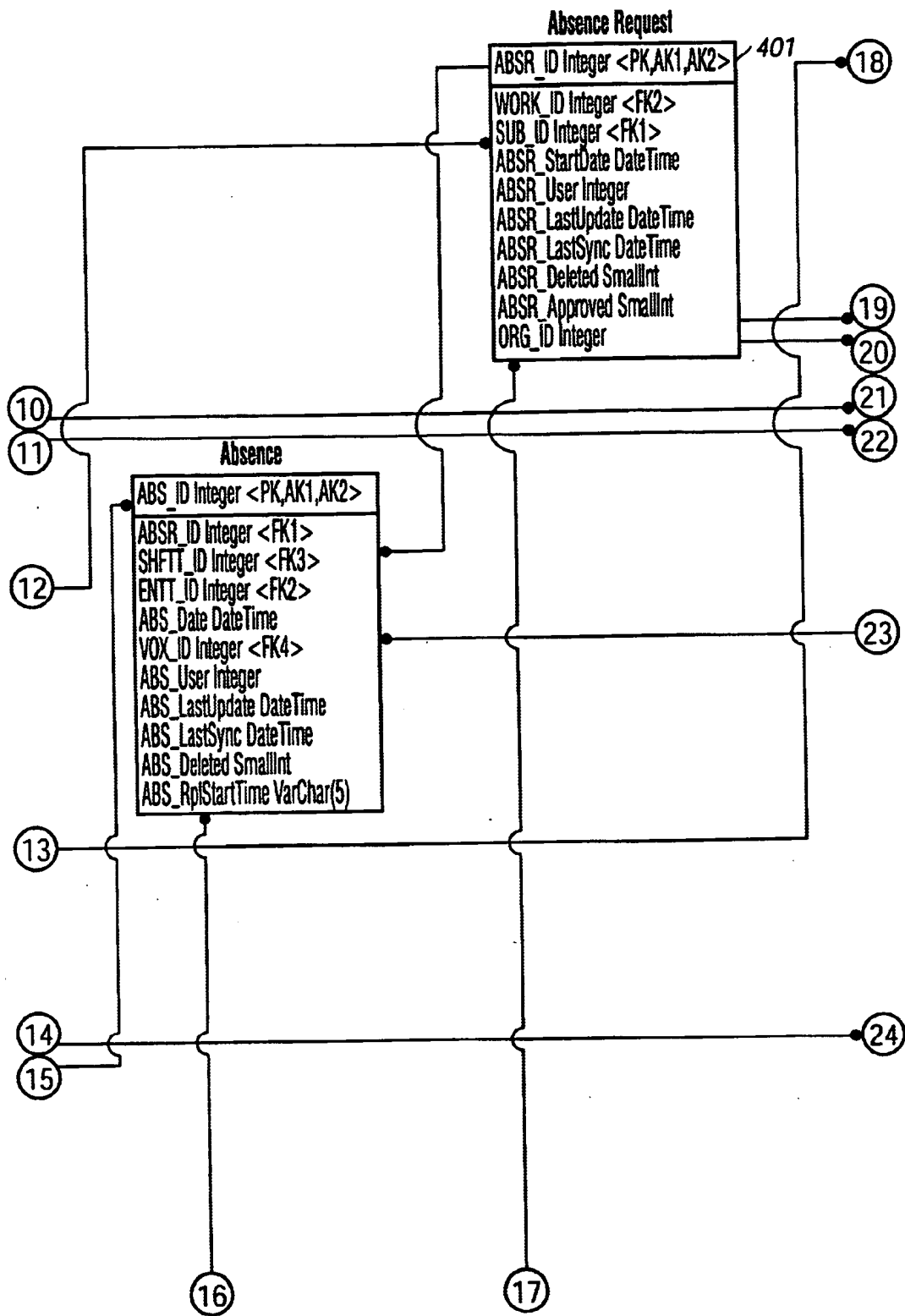


FIG 14 (3 of 10)

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Substitute Schedule

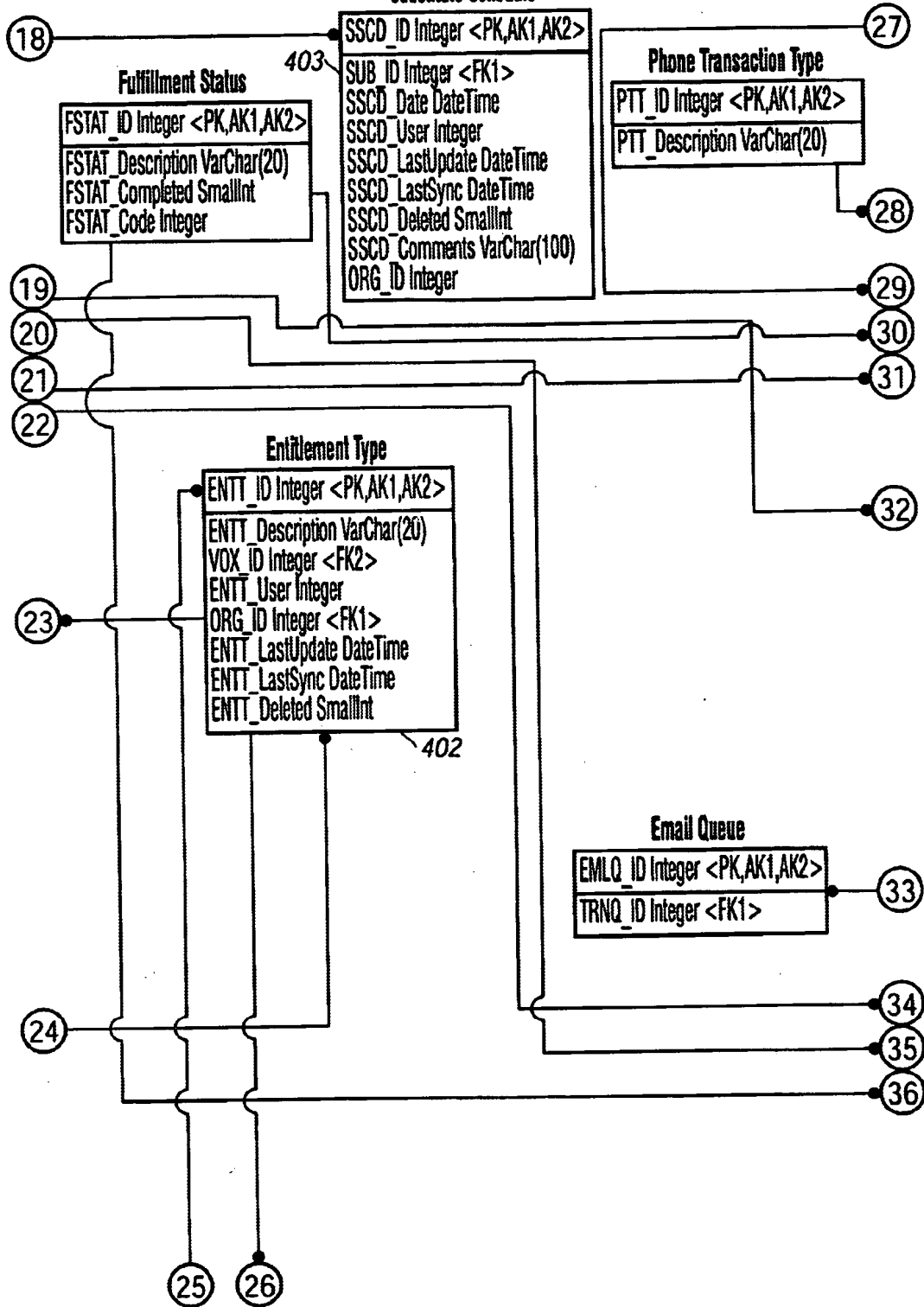


FIG 14 (4 of 10)

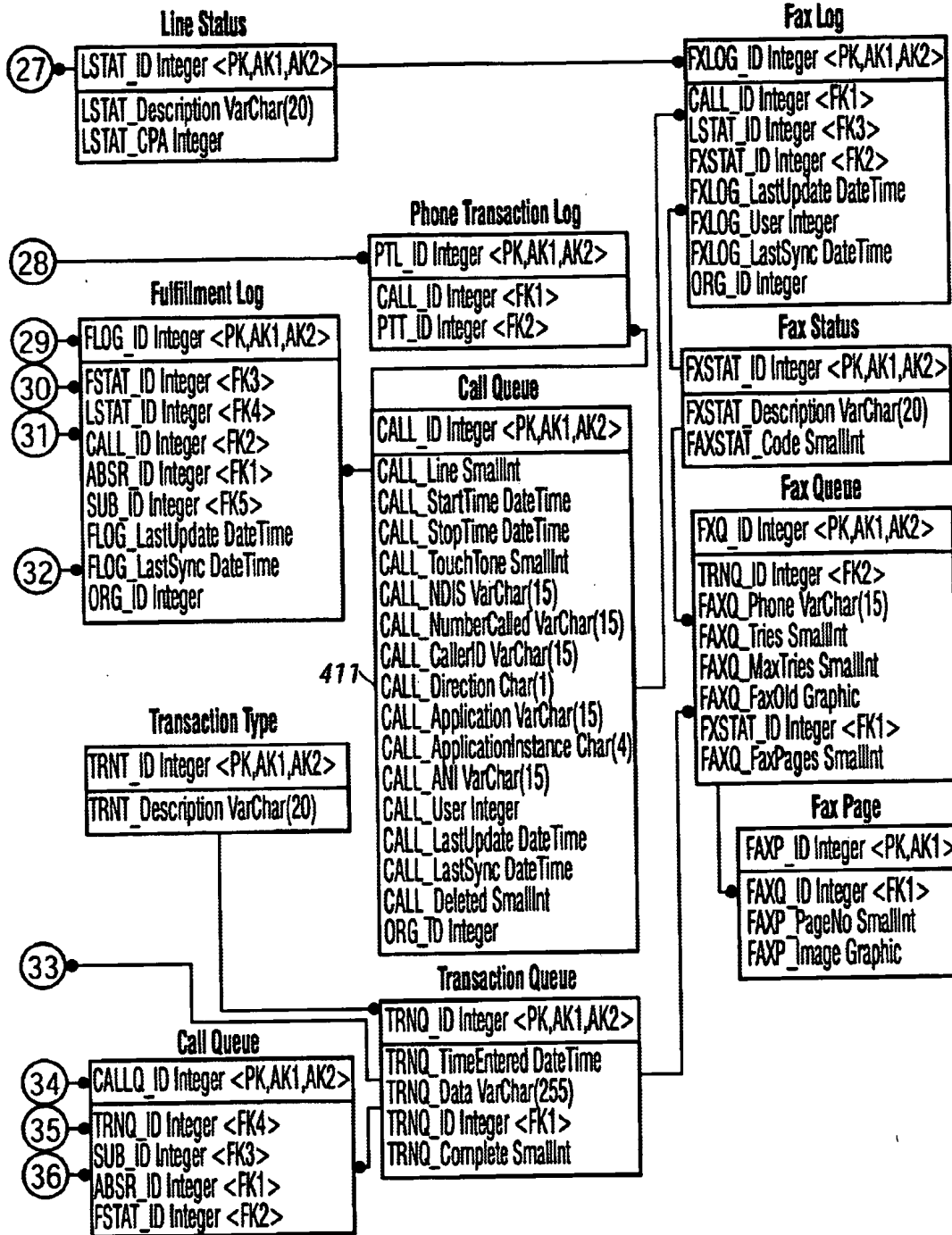


FIG 14 (5 of 10)

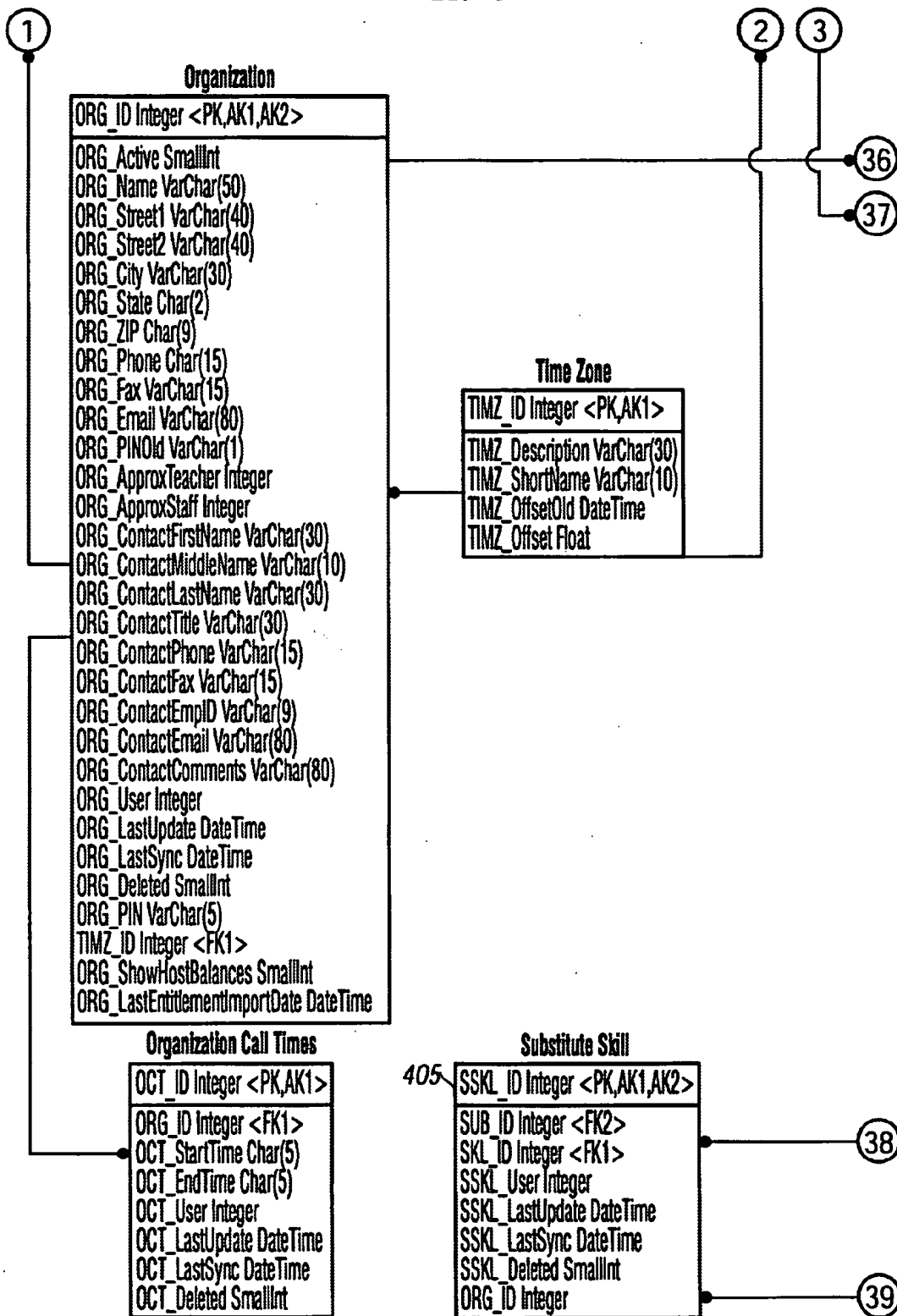


FIG 14 (6 of 10)

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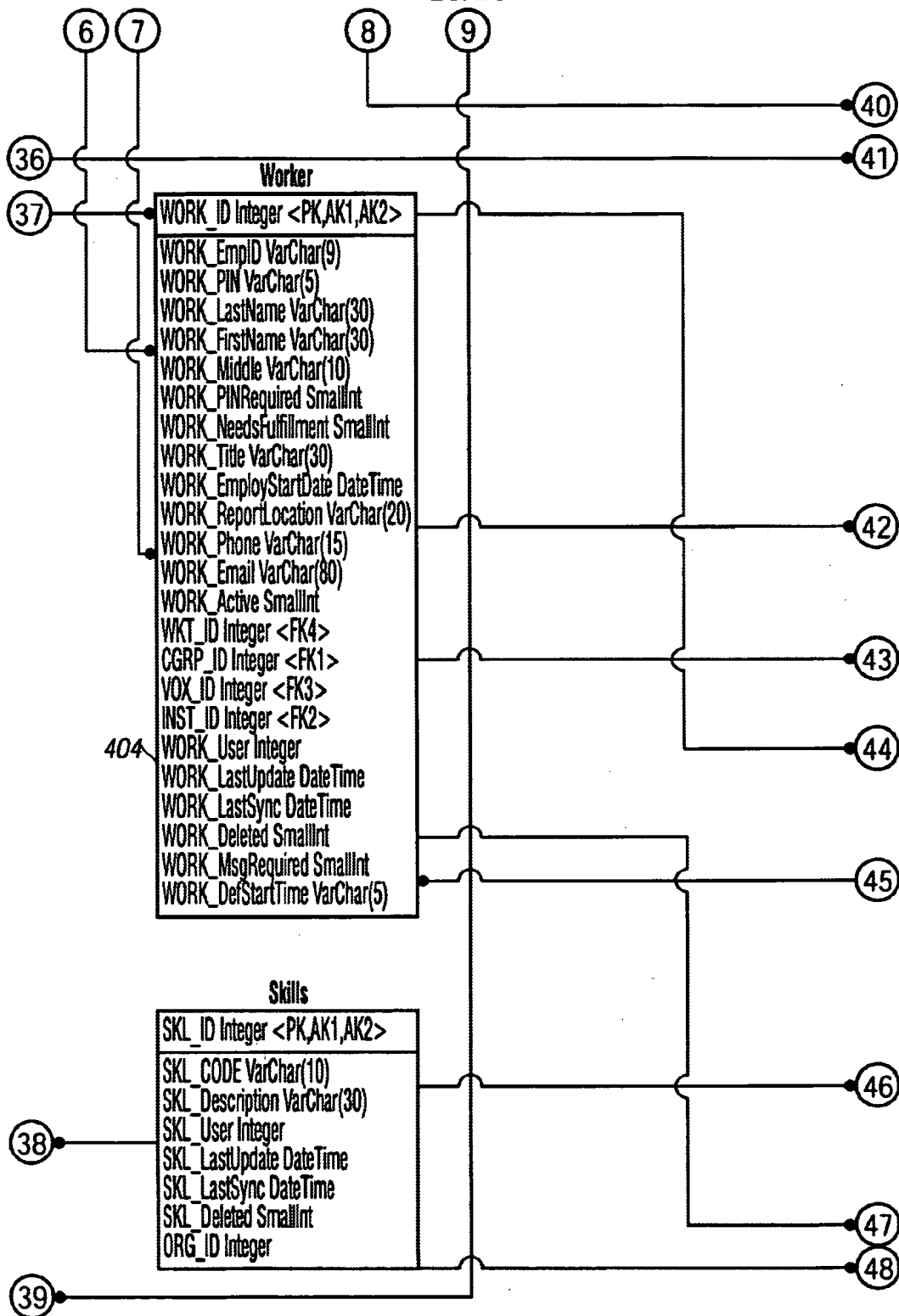


FIG 14 (7 of 10)

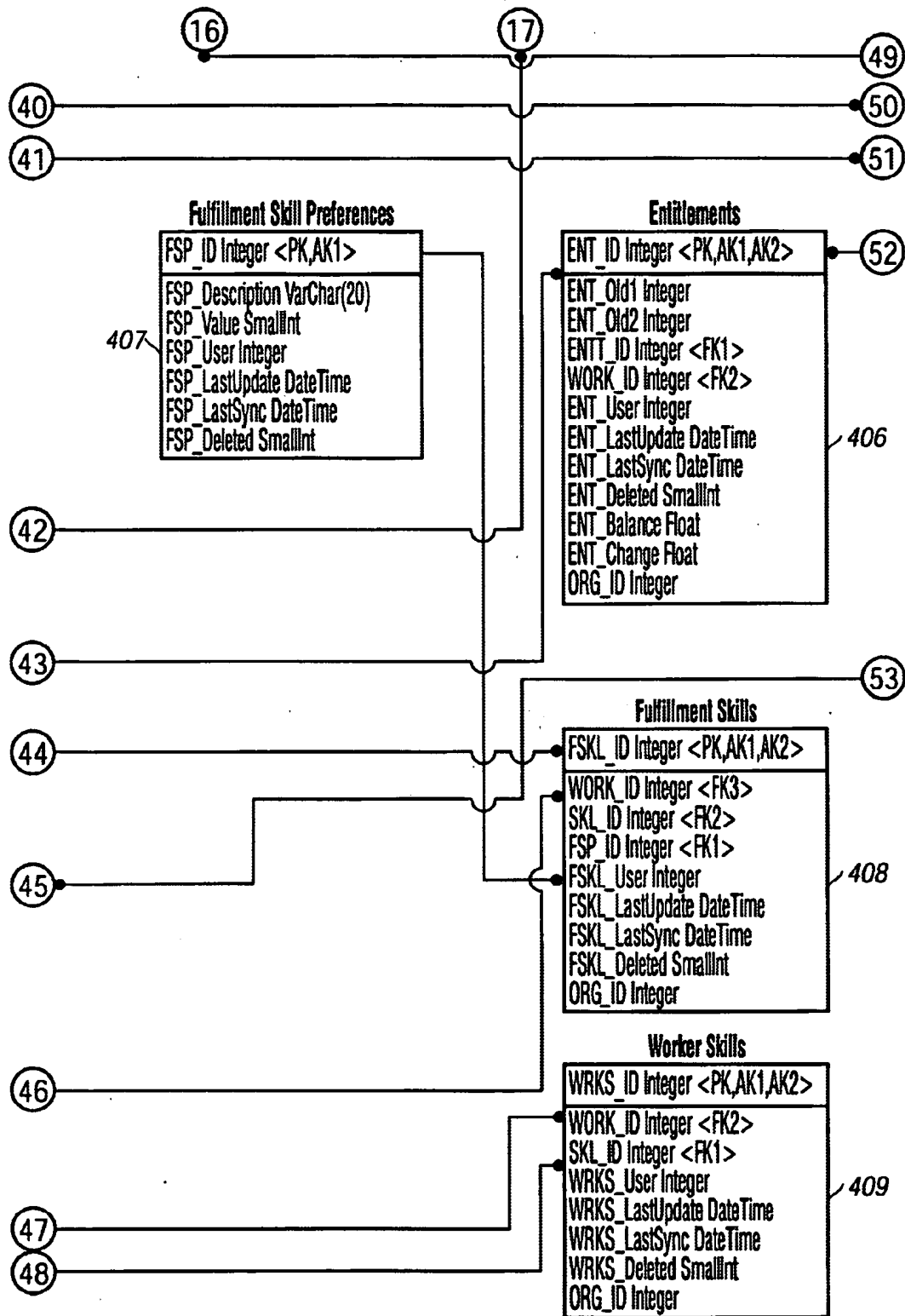


FIG 14 (8 of 10)

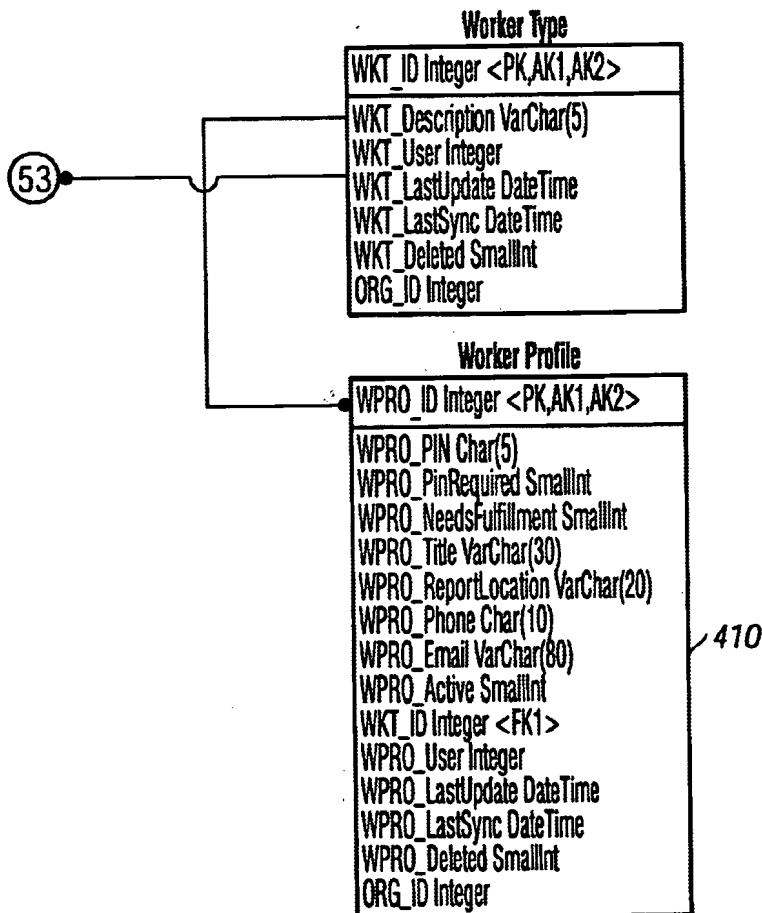
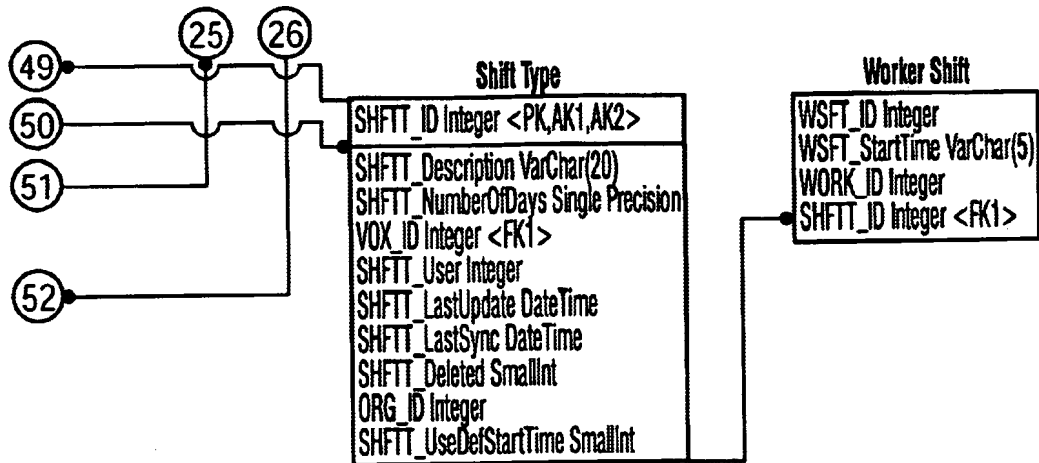


FIG 14 (9 of 10)

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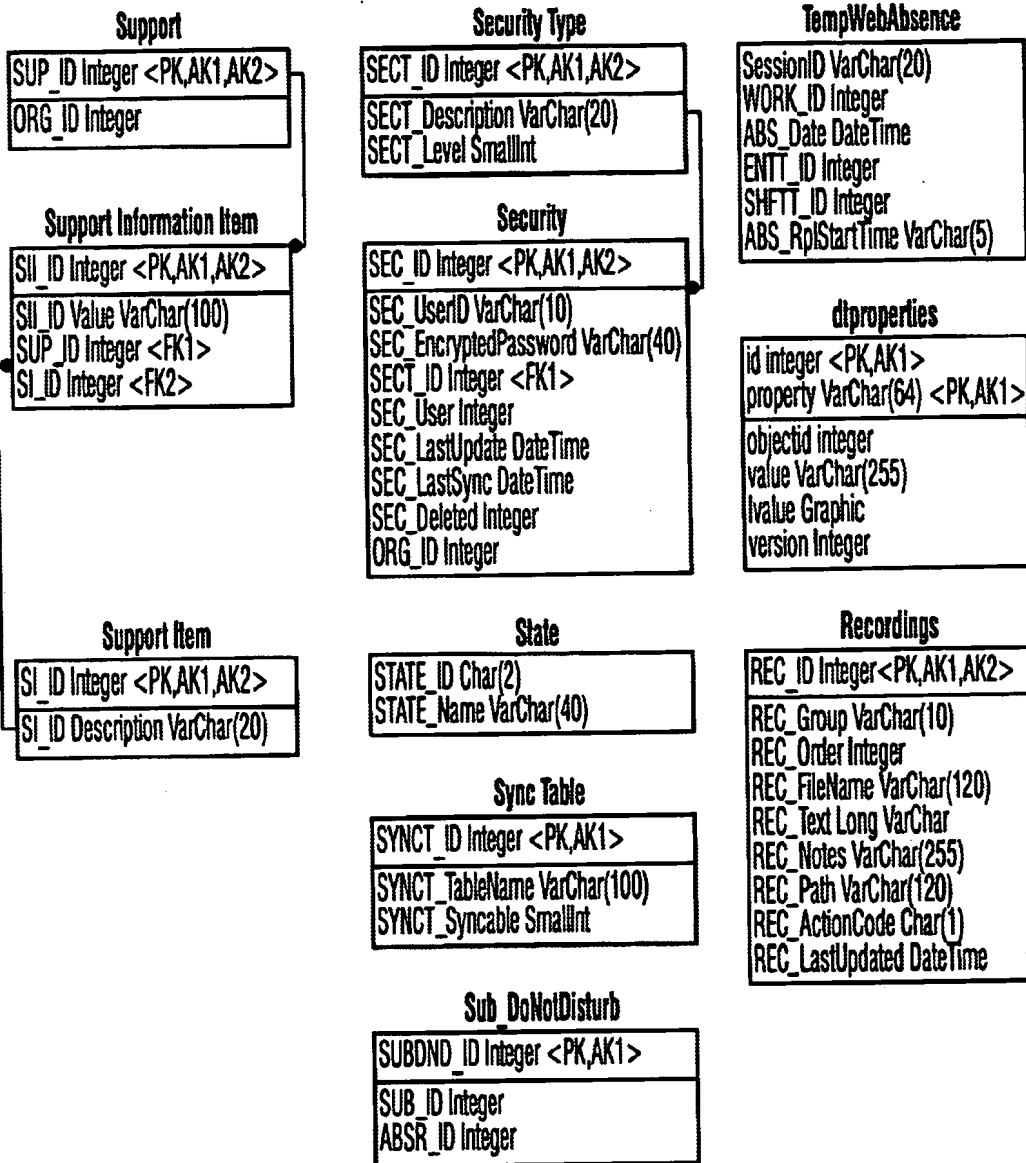


FIG 14 (10 of 10)